

### **DETAILED ACTION**

1. Status of the instant application:

Claims 1-2, and 5-34 are pending in the instant application.

### ***Response to Arguments***

2. Applicants amendments and remarks and arguments filed 04/06/2010 have been fully considered, please see the office action below for details.

### **EXAMINER'S AMENDMENT**

3. An examiner's amendment to the record appears below. Should the changes and/or additions be unacceptable to applicant, an amendment may be filed as provided by 37 CFR 1.312. To ensure consideration of such an amendment, it MUST be submitted no later than the payment of the issue fee.
4. Authorization for this examiner's amendment was given in a telephone interview with Eric Stephenson, Reg. # 38,321 on 06/30/2010.
5. The application has been amended as follows:

*In the claims*

6. Insert where underlined and delete where ~~striketrough~~ in claims 1, 3, and 18-20.

7. Claim 1. A method in a computing system for managing a service request, the method comprising:

creating a service request within a **first** source system, wherein  
the **first** source system detects a problem requiring service,  
the service request is created in response to the detecting, and  
the service request is created prior to a target system creating a customer-  
based service request in response to a customer report of the  
problem;  
extracting service request information in a **first** source format associated with  
[[a]] **the first** source system, wherein the service request information is  
extracted in part from the service request;  
creating a service request object comprising the service request information,  
wherein  
the **first** source system and the target system reference the service  
request object during a course of a resolution of the service  
request;  
converting the service request information in the **first** source format into service  
request information in an intermediate format; and  
converting the service request information in the intermediate format into service  
request information in a target format associated with the target system;  
**extracting service request information in a second source format that is**  
**associated with a second source system that is distinct from the first**  
**source system;**

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converting the service request information in the second source format into service request information that is in the intermediate format; integrating the service request information in the first source format and second source format into the intermediate format, wherein the integrating is prior to the converting the first service request information in the intermediate format into the target format.

8. Claim 3. (cancel)

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9. Claim 18. A One or more non-transitory computer-readable storage mediums carrying one or more sequences of instructions for managing a service request, wherein execution of the one or more sequences of instructions by one or more processors causes the one or more processors to perform:

creating a service request within a first source system, wherein  
the source system detects a problem requiring service,  
the service request is created in response to the detecting, and  
the service request is created prior to a target system creating a customer-based service request in response to a customer report of the problem;

extracting service request information in a first source format associated with  
[[a]] the source system, wherein  
the service request information is extracted in part from the service request;

creating a service request object comprising the service request information,  
wherein

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the **first** source system and the target system reference the service request object during a course of a resolution of the service request;

converting the service request information in the **first** source format into service request information in an intermediate format; and

converting the service request information in the intermediate format into service request information in a target format associated with the target system;

**extracting service request information in a second source format that is associated with a second source system that is distinct from the first source system;**

**converting the service request information in the second source format into service request information that is in the intermediate format;**

**integrating the service request information in the first source format and second source format into the intermediate format, wherein the integrating is prior to the converting the first service request information in the intermediate format into the target format.**

10. Claim 19. The **one or more non-transitory** computer-readable **storage medium**s of claim 18, further comprising:

using the service request information in the target format to perform at least one computer-implemented act comprising:

displaying at least part of the service request in the target format, in response to the customer report of the problem.

11. Claim 20. A system, comprising:

[[a]] **one or more** processors;

~~an interconnect coupled to the processor; and~~

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[[a]] one or more non-transitory computer-readable storage mediums coupled to the one or more processors ~~via the interconnect~~, wherein the one or more non-transitory computer-readable storage mediums comprises computer instructions that when executed cause the one or more processors to perform:

- creating a service request within a first source system, wherein
  - the first source system detects a problem requiring service,
  - the service request is created in response to the detecting,
  - and
  - the service request is created prior to a target system
    - creating a customer-based service request in response to a customer report of the problem,
- extracting service request information in a first source format associated with [[a]] the first source system, wherein the service request information is extracted in part from the service request,
- creating a service request object comprising the service request information, wherein
  - the first source system and the target system reference the service request object during a course of a resolution of the service request,
- converting the service request information in the first source format into service request information in an intermediate format,
- and
- converting the service request information in the intermediate format into service request information in a target format associated with the target system;

extracting service request information in a second source format that is associated with a second source system that is distinct from the first source system;

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**converting the service request information in the second source format into service request information that is in the intermediate format; integrating the service request information in the first source format and second source format into the intermediate format, wherein the integrating is prior to the converting the first service request information in the intermediate format into the target format.**

***Allowable Subject Matter***

12. Claims 1-2, and 5-34 are allowed.

***Conclusion***

13. Any inquiry concerning this communication or earlier communications from the examiner should be directed to HO SHIU whose telephone number is (571)270-3810. The examiner can normally be reached on Mon-Thur (8:30am - 4:00pm).

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ario Etienne can be reached on 571-272-4001. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

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Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

HTS  
07/01/2010

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